

KAUSHAL KUMAR YADAV

RESUME

CONTACT

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- Nainital, Uttarakhand
- kaushalyadv.github.io/ThisIsMinePort/
- github/kaushalyadv

SKILLS

- Programming & Web Development:**
Python, Java, HTML, CSS, JavaScript (React.js),
API integrationCrisis Management
- UI/UX & Design Tools:**
Adobe Premiere Pro, DaVinci Resolve, Figma,
Canva
- Technical Support & Troubleshooting:**
Client issue resolution, ticketing tools, SLA
adherence
- Project Development:**
Real-time chat apps, AI bot integration, voice-
controlled tools
- Soft Skills:**
Strong problem-solving, adaptability, effective
communication, quick learner
- Cloud Platforms:**
AWS & Google Cloud (deployment, hosting,
storage management)

LANGUAGES

- English (Fluent)
- Hindi (Fluent/Native)



PROFILE

Tech-savvy and quick to adapt, I bring a mix of hands-on technical support experience and a growing toolkit in web development, AI tools, and cloud platforms. Passionate about solving real-world problems, learning fast, and adding value from day one. Driven to grow with a team that values innovation, reliability, and results.



WORK EXPERIENCE

- Concentrix, Gurgaon** 2024 - 2025
Technical Advisor
- Provided technical support and troubleshooting for client systems, maintaining high first-call resolution rates.
 - Diagnosed and resolved software/hardware issues while ensuring customer satisfaction.
 - Developed hands-on experience with ticketing tools, SLA management, and client communication.
 - Strengthened problem-solving skills and the ability to quickly adapt to new technologies.



EDUCATION

- Bachelor of Computer Applications** 2020 - 2023
Kumaun University | Nainital Uttarakhand
- Intermediate - Science Stream** 2018 - 2019
GIC LALKUAN | Nainital Uttarakhand
- High School** 2016 - 2017
GIC LALKUAN | Nainital Uttarakhand



PROJECTS

- AI Chat Assistant**
- Users can input subjects, deadlines, and hours available; the app auto-creates an optimized plan.
- Personal Portfolio Website**
- Developed a responsive portfolio using React.js, Focused on clean UI/UX.
- AI-Powered Study Planner**
- Built a smart planner that generates personalized study schedules using AI APIs, users can input subjects, deadlines, and hours available